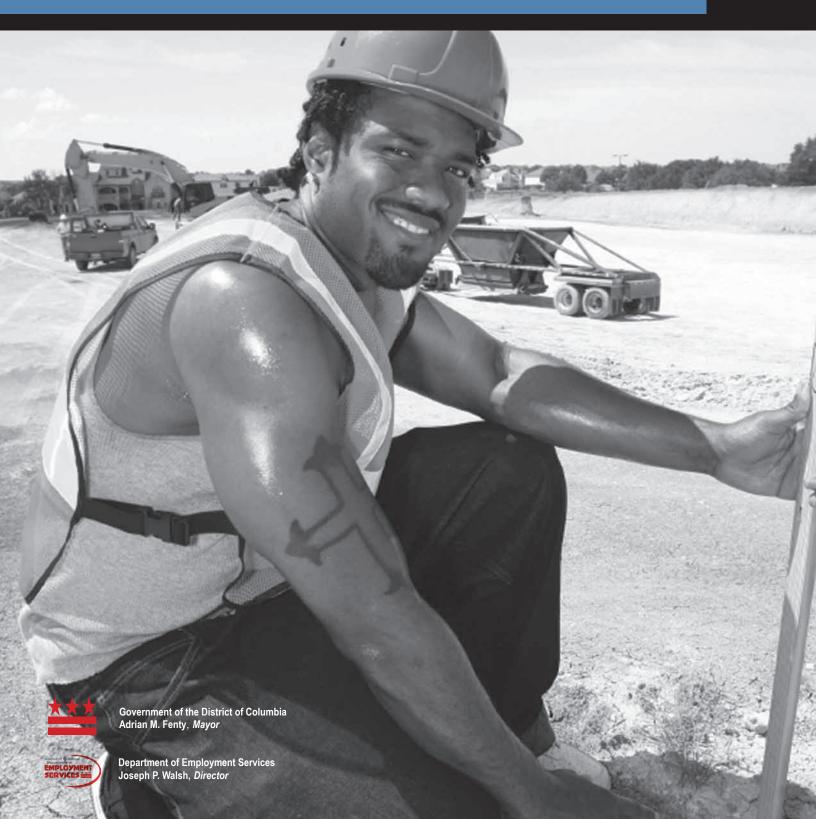
2009-2010 YOUNG ADULT INTERNSHIP PROGRAM SUPERVISOR HANDBOOK



ACKNOWLEDGEMENT RECEIPT

Thank you for agreeing to serve as a Worksite Supervisor for the Office of Youth Program's Young Adult Internship Program. This handbook has been developed to assist you with navigating through this new and exciting initiative. We hope it will inspire your participation as a Worksite Supervisor and answer your questions about the program.

By signing below, I acknowledge receipt of the Worksite Supervisor Handbook for the 2009-2010 Young Adult Internship Program. I have been advised that it contains important information regarding this year's program. It further understand that the Office of Youth Programs requires that I read this material before accepting youth at my worksite.

Host Agency	Date
Worksite Supervisor	Title
 Signature	Email Address/Phone Number

If you have any questions after your orientation or after you have reviewed this handbook, please contact your Office of Youth Programs Liaison for assistance. Thank you again for your participation and your commitment to the future of our youth.

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Handbook Purpose

The Worksite Supervisor Handbook explains your responsibilities as a supervisor to the participants involved in the Young Adult Internship Program. It also provides important program information and will serve as a guide for carrying out the terms of the Worksite Employer Agreement formally accepted by the Office of Youth Programs and your organization.

The active participation of Worksite Supervisors is essential to ensuring a meaningful work experience for the participants. You, the employer partner, are critical to the ability of the youth to develop the workplace skills and knowledge necessary for success. Please be assured that the Office of Youth Programs' staff is dedicated to supporting you, and ensuring a positive experience for the young adults, for your staff and organization.

Program Overview

The 2009-2010 Young Adult Internship Program is funded by the American Recovery and Reinvestment Act (ARRA) which is administered by the DC Department of Employment Services, Office of Youth Programs. This new initiative was developed to provide work experience opportunities to the underserved young adults, ages 18-24, residing in the District of Columbia. Participating young adults will have an opportunity to develop workplace and job specific skills, all while earning viable income.

Eligible youth identified as those who are between the ages of 18-24 and who meet the Federal WIA guidelines for low-income. Many participants have faced circumstances that have challenged their ability to gain valuable work experience. This program, with your involvement, will provide young adults with a chance to build their resumes, meet adult mentors, and explore careers and organizations.

Worksites such as yours have been selected based on opportunities for career exposure, the development of workforce readiness skills, good supervision and appropriate safety protocols. All worksites must have an approved Worksite Employer Agreement on file with the Office of Youth Programs.

The youth earn a stipend of \$8.25 per hour, for hours worked, up to 5 hours per day. Youth are expected to follow the same work routine and procedures that a regular employee would follow related to attendance, breaks, attire, job expectations, behavior, feedback and correction. Participants will be scheduled to attend a weekly workshop scheduled by the Office of Youth Programs.

The Office of Youth Programs pays the youth's wages and all applicable payroll and workers compensation taxes. In addition to being placed at a worksite, participants will be attending training classes promoting life-skill development, work readiness skills, financial literacy, critical thinking and problem solving skills. These weekly training sessions will supplement the on-the-job experience in order to enhance the participant's knowledge by transferring classroom skills into actions and good workplace habits.

Role of the Worksite Supervisor

Worksite Supervisors are regular employees of your organization who will directly supervise program participants on the job. Under no circumstance should youth, other than those referred to you by the Office of Youth Programs be permitted to work on this initiative. Youth reporting for work at your organization without authorization from the Office of Youth Programs, are ineligible for payment.

It may be helpful for Worksite Supervisors to conduct an on-the-job orientation to acclimate young adults with your organizations workplace rules and regulations. Orientations may include:

- Work hours/schedule
- Regulations of the worksite, as they apply to the program worker
- Times and length of scheduled breaks
- Name and telephone number of person(s) to notify when the worker will be late or absent
- Safety procedures and person(s) to whom accidents are to be reported
- A clear explanation of the youth worker's responsibilities and job duties, including the criteria by which the his/her work aptitude and attitude will be evaluated

In addition to the youth worker orientation, Worksite Supervisors should:

- Verify each employee on the first day by checking his/her identification, (i.e., DC One Card, school ID, social security card, etc).
- Ensure that time and attendance procedures are followed, and the time is entered and approved by the date provided by the program.
- Provide the appropriate supervision and training to program employees
- Work with the Employer Liaison to resolve problems that may arise

Role of the Employer Liaison

The Employer Liaison serves as the Worksite Supervisor's one-stop point of contact to the Office of Youth Programs. The Employer Liaison will develop the relationship between the Office of Youth Programs and the Host Organization/Business. The Liaison will be responsible for monitoring and maintaining the Worksite activities and program participation. Employer Liaisons are responsible to:

- Visit each assigned Worksite Supervisor once monthly and maintain telephone contact on a regular basis.
- Maintain consistent contact with Worksite Supervisors to ensure that payroll is submitted on respective Fridays.
- Ensure that Case Managers are advised on any situations concerning participants that Worksite Supervisors may advise them of
- Follow-up on communication from Case Managers concerning any situations received from program participants regarding worksites and/or worksite staff.
- Provide technical assistance to Worksite Supervisors and worksite staff regarding program practices
- Ensure that worksites are in compliance with Rules and Regulations of the Department of

- Employment Services Office of Youth Programs Young Adult Internship Program
- Assure that participants assigned to Host Agencies are engaged in those objectives, activities. and training plans outlined in the Worksite Employer Agreement
- Make certain that worksites adhere to the participant Time and Attendance procedures to assure compliance with OYP policy
- Facilitate communication between host agency representatives, Worksite Supervisors, and Office of Youth Programs' staff regarding issues and concerns surrounding the Young Adult Internship Program.
- In addition to the above, the Employer Liaison will act as first point of contact for all worksite concerns including, but not limited to the following:
 - Incident reporting
 - Disciplinary actions
 - Site closure
 - Payroll concerns
 - Termination requests

Office of Youth	Programs	Liaison and	Contact	Information
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Employer Liaison:	Phone:	
Email:	Fax:	

Worksite Requirements / Restrictions

As a Worksite Supervisor, you are responsible for ensuring that the work experience complies with appropriate workplace practices and the Office of Youth Programs. Worksite supervisors are required to:

- Adhere to the parameters this handbook. It is important to review this document to fully understand the allowable, restricted and non-allowable activities for the young adult participants.
- Adhere to the Worksite Employer Agreement between your organization and the Office of Youth Programs.
- Provide a safe working environment. Follow all OSHA guidelines for worksite safety.
- Ensure a non-hostile work environment and provide information to participants on workplace policies and practices related to harassment and discrimination.
- It is important for you, or an alternate supervisor, to be on site when the program participant is working. Participants must be supervised as described in the Worksite Employer Agreement. In the event that you will be late, absent or out of the office, please be sure that the youth has a secondary point of contact as well as their office location and phone number in event that you

are not available. Show the young person where your workstation is located. Make sure they have your phone contact information.

- Discuss work place culture with your youth. Show them the restroom, lunchroom, etc. Review hygiene expectations with them, personal presentation and dress codes which are specific to your worksite. Show them examples.
- Review job descriptions with youth and develop an appropriate training plan to support specific goals and skill attainment.
- Review your attendance expectations. Help them make a plan to be successful. Be clear on your expectations for calling to report tardiness and absences. Tell them who to call and when to call. Be clear and let them know that the more advance notice they provide your office with, the better.
- Ensure that time and attendance/payroll procedures are followed and appropriately recorded. Worksites are responsible to verify and sign-off on hours worked. Youth will not be paid for any missed work.
- Regularly monitor the progress of your program participants and provide positive reinforcement and encouragement. Complete performance evaluations for scheduled periods.
- Know and follow all policies and procedures for participant related incidents / accidents reporting.
- Discuss any work problems with the youth and Office of Youth Programs Employer Liaison. Follow the Office of Youth Programs regulations for disciplinary actions.

Worksite Employer Agreement Violation

A worksite cancellation may occur if a violation of the Worksite Employer Agreement occurs.

The following may constitute immediate cancellation of the worksite:

- Physical or verbal abuse of participants.
- Any sexual overtures or sexual harassment.
- Worksite employee having contact with the participant while under the influence of drugs and/ or alcohol.
- Occurrence of any activities prohibited in the Worksite Employer Agreement.
- Requesting or allowing participants to participate in union, political or religious activities.

EQUAL EMPLOYMENT OPPORTUNITY (EEO)/COMPLAINT/GRIEVANCE **PROCEDURES**

The Young Adult Internship Program provides a process by which the complaints or grievances of youth workers may be impartially aired and addressed. The Department of Employment Services is an equal opportunity employer and prohib its discrimination on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, citizenship, or participation in programs funded under the Workforce Investment Act of 1998, Title I and the Youth Employment Act of 1979 as amended. Auxiliary aides and services are available upon request to individuals with disabilities.

Program participants are protected by the D.C. Human Rights Act of 1977. Youth workers who be lieve that their EEO rights have been violated or that they have been unfairly treated should be advised to follow the procedures outlined below.

- STEP 1. Discuss the issue with their Worksite Supervisor.
- STEP 2. If resolution is not evident at that level, the Worksite Supervisor should contact the Host Representative and schedule a meeting with the youth.
- STEP 3. If the resolution is still not evident, then the Host Representative is to schedule the participant to visit the Department of Employment Services, Office of Youth Programs Service Center.
- STEP 4. If the grievance is not resolvable at the Service Center level, the youth worker or the Youth Service Center Representative may request an informal hearing with the Department of Employment Services' EEO Officer.

Harassment, Hostile Work Environment, and Discrimination Policies and **Procedures**

It is the policy of the Office of Youth Programs that all participants have a right to work in an environment free of discrimination and unlawful harassment. The Office of Youth Programs maintains a strict policy prohibiting discrimination, sexual harassment and harassment because of race, national origin, sexual orientation, physical or mental disability, age, gender, marital status, military status, religion, political affiliation or any other basis protected by federal, state or local law or regulation. Any and all such harassment or discrimination is unlawful. Unlawful harassment in any form, including verbal, physical and visual conduct, threats, demands and retaliation is prohibited.

"Harassment" includes, but is not limited to.

- Verbal conduct such as epithets, derogatory comments, slurs, unwanted sexual advances, invitations, or comments.
- Visual conduct such as derogatory posters, photographs, cartoons, or drawings.
- Physical conduct such as assault, unwanted touching, blocking normal movement, or interfering with work directed at an employee because of the employee's sex or race or any other protected basis
- Threats or demands to submit to sexual requests in order to keep a job or avoid some other loss, and offers of job benefits in return for sexual favors.
- Retaliation for having reported or threatened to report harassment.

Incident / Complaint Reporting

Occurrence	Response Timeframe	Reference/Contact	
Accident or injury requiring immediate medical care at a hospital or physicians office (see below for additional details)	Immediately	Reference Incident/Complaint Reporting and contact Employer Liaison	
Participant grievance regarding program services	Immediately	Contact Employer Liaison	
Harassment or discrimination complaints	Immediately	Reference Harassment, Hostile Work Environment and Discrimination Policies and Procedures and contact Employer Liaison	
Disciplinary Actions	Immediately	Reference Disciplinary and/or Termination Procedures and contact Employer Liaison	
Termination from Worksite	Immediately	Reference Disciplinary and/or Termination Procedures and contact Employer Liaison	

REPORTING ACCIDENTS/ON THE JOB INJURIES

If an accident should occur on or near the work-site, you must follow these procedures:

- 1. Call 911 for medical emergencies.
- 2. Notify the workers emergency contact.
- 3. Contact the D.C. Disability Compensation Office at 1-888-832-2524.
- 4. Report the accident to your Host Agency Representative or your organization's central office.
- 5. Call your Employer Liaison at Office of Youth Programs to report the accident at.
- 6. Prepare a written accident report and forward a copy to your Employer Liaison.

DO NOT SEND AN INJURED WORKER HOME WITHOUT MEDICAL ATTENTION.

Disciplinary and/or Termination Procedures

In the event that issues or problems with your participants arise on the job, you are encouraged to discuss and resolve problems initially; however, if after the discussion, no progress has been made, it is your Employer Liaison's responsibility to help resolve the situation prior to you taking any actions. Feel free to call anytime there is a problem with the participant's work performance, including attendance and ability to get along with co-workers.

IMPORTANT: The Employer Liaison must be informed of the problem as soon as it is clear that the Worksite Supervisor and participant alone cannot resolve it. Communication between the Worksite Supervisor and the Employer Liaisons are of utmost importance to the participant's development. It makes for a positive experience. The Office of Youth Programs will only approve termination requests for serious offenses.

Here are a few guidelines for unacceptable behavior. Please note this list is not exhaustive and the consequences in all cases should be dictated by the severity of the behavior.

The following actions/ behaviors will result in immediate removal/termination from the program:

- Possession of alcohol, drugs, or weapons
- Assault or threats of bodily harm
- Falsifying a Timecard
- Fighting
- Theft

PAYROLL / TIMESHEETS

Time and Attendance Completion

The Young Adult Internship Program's time entry system is designed to collect time and attendance information with accuracy in a timely fashion so that participants are paid correctly for the time they work. This year we will use ADP's eTime application to capture time and attendance.

To achieve the goal of accurate and timely collection of time and attendance information, we have outlined an approach that requires employees to enter and correct time and attendance information into eTime on a daily basis, rather than at the end of a pay period. Worksite Supervisors must also review participant time entry daily. Daily review of participant time will allow the Office of Youth Programs to take action to provide assistance as needed.

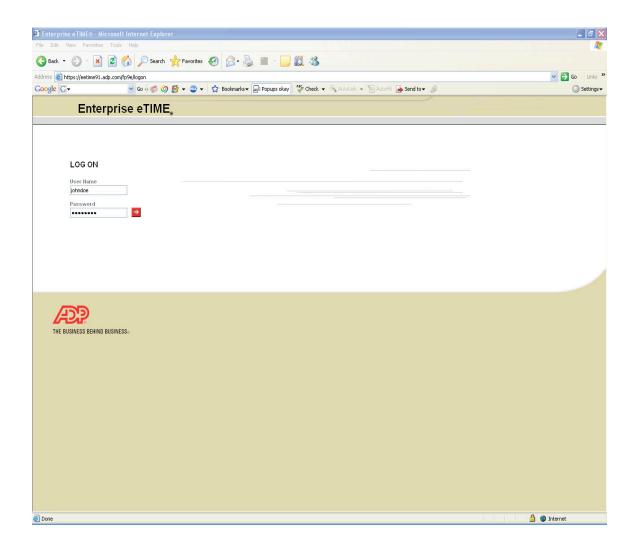
Please keep in mind that at each Worksite, Worksite Supervisors must make one or more internetconnected computers available to interns for punching in and out electronically at the start and end of their workday. The eTime application allows employees to record an electronic time punch at the start and end of each workday. With practice, the time punch can be completed in 25-30 seconds.

Participants will be trained on the time keeping system during orientation. In the event that participants report to your worksite without knowledge of the time keeping system Worksite Supervisors can reference this handbook for detailed directions.

Intern Log-in Information

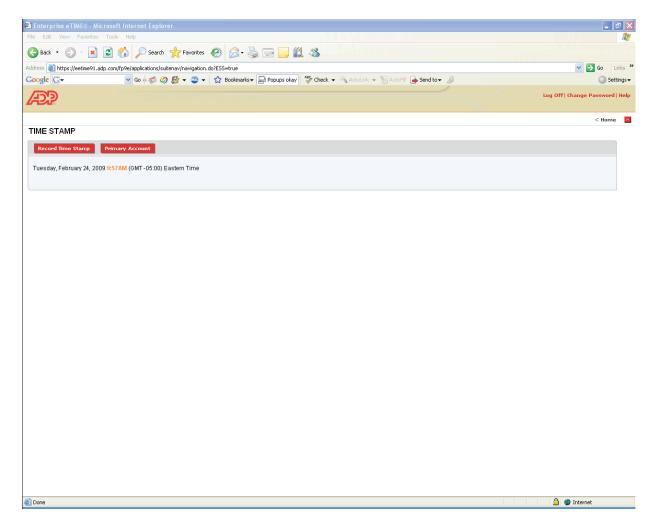
Logging in:

- 1. Go to https://eetime91.adp.com/fp9e/applications/suitenav/navigation.do?ESS=true. Your user name is your first name and last name with no spaces. Enter all in lower case. For example, if your name is John Doe, your username would be entered in as johndoe.
- 2. The first time you log in, your password will be "welcome".
- 3. You will be prompted to change your password. Please choose a password that you will easily remember.



Signing In & Out:

- 1. When you arrive in the morning, log into eTime.
- 2. Click on the option "Record Time Stamp".
- 3. The system will clock you in at that time.
- 4. You will see the message indicating that time has been recorded at that time.

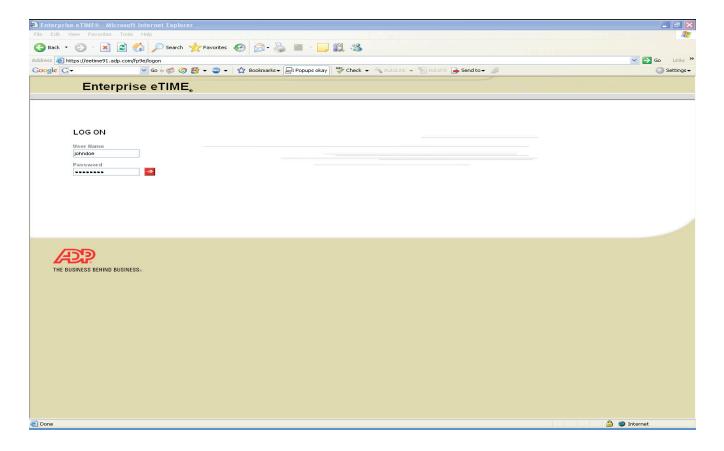


The Worksite Supervisor(s) at each site will be responsible for reviewing employee time and attendance, marking interns, who were not in attendance, absent. In the event that participants are unable to punch in and punch out, or if there is an instance where an employee is working from another location that is not accessible to computers, the Worksite Supervisor can punch the participants in and out directly.

At the end of the pay period, participants can log into eTime and view their completed timecards. They also have an opportunity to approve the timecard. Any disputes related to time should be resolved between the worker and the timekeeping supervisor and before the end of the pay period. Please note that workers will not have the ability to edit time in the system for previous days within the pay period. All edits to participant time must be made by the Worksite Supervisor.

Supervisor Log-in Information

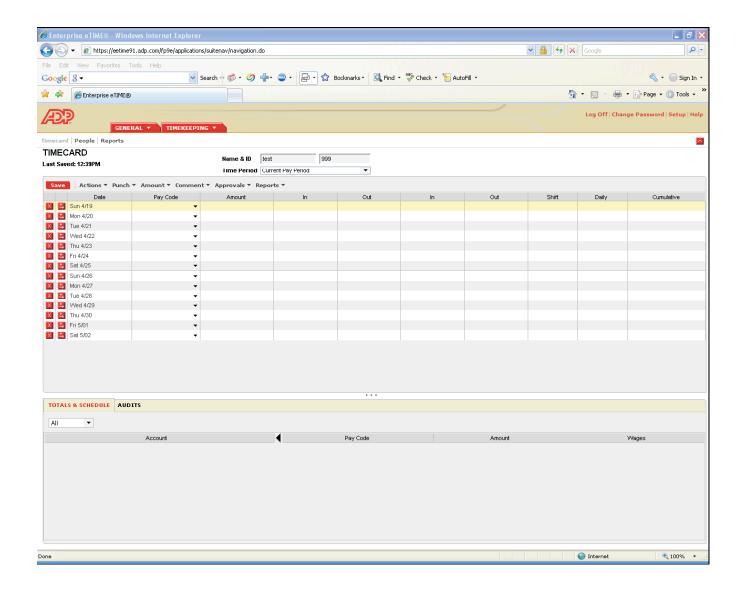
- 1. Go to https://eetime91.adp.com/fp9e/applications/suitenav/navigation.do?ESS=true.
- 2. Your user name is your first name and last name. Enter all in lower case. For example, if your name is John Doe, your user name would be entered in as johndoe. Your password is "welcome".
- 3. Click the login button.



Signing Interns In and Out and Editing Time:

Worksite Supervisors will have the ability to correct time punches for participant timecards that require editing. Supervisors will also be able to input in and out punches in instances where participants were unable to punch in or out.

- 1. Navigate to the home screen.
- 2. Select 'Current Pay Period' in the Time Period option box.
- 3. Double-click the name of the participant whose timecard requires a correction.

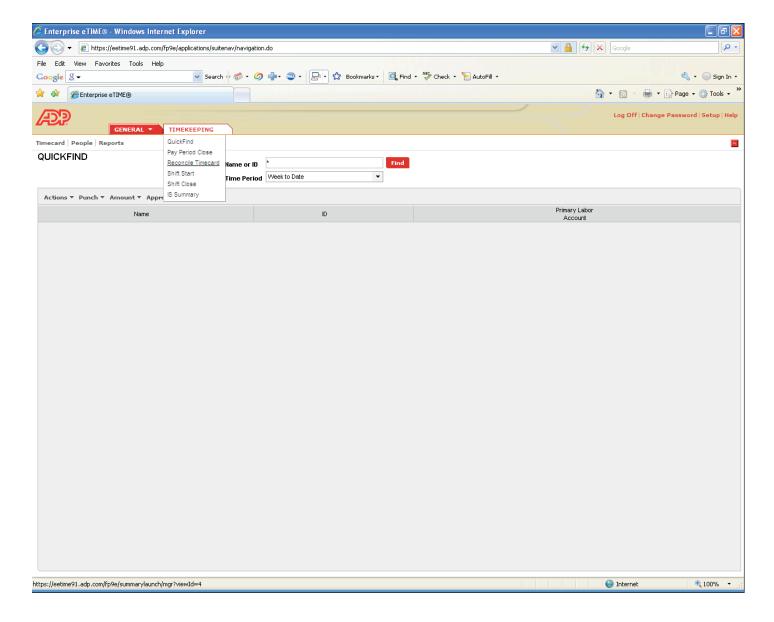


- 4. To input an 'In' punch, click in the 'In' box for the applicable day.
- 5. Enter the start time. For 9:00 am, simply put a 9 and press the tab key.
- 6. For an out punch, click in the 'Out' box for the applicable day.
- 7. Enter the end time. For 5:00pm, type "5P" and then hit the tab key.
- a. Please note that the system defaults to AM. For a PM time, you must type a "P" after the numeric time entry.
- 8. Click the 'SAVE' button to record the change.

Selecting an Employee Group and Time Period

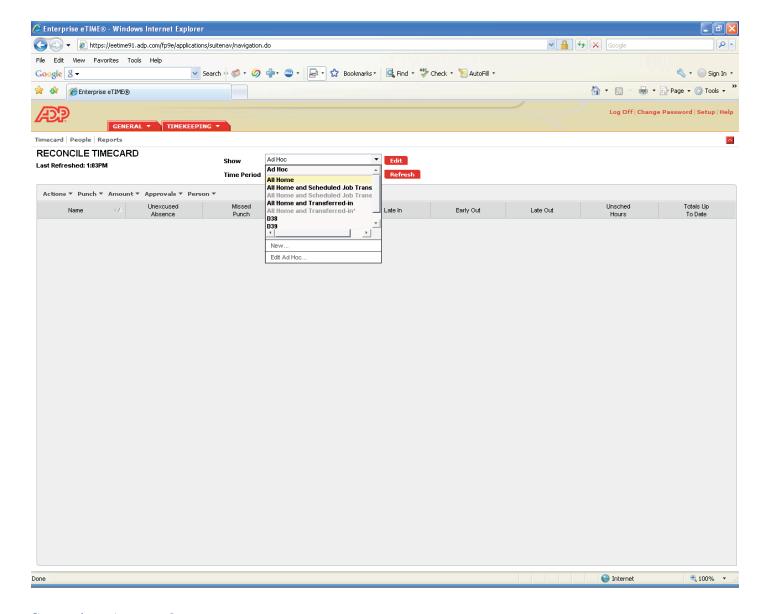
Worksite supervisors will only be able to view, edit and approve timecards for participants that they supervise. There are multiple ways to view timecards for your participants; however, the recommended path is as follows:

- 1. From the home screen, click on the 'Timekeeping' tab.
- 2. From the drop down menu, select 'Reconcile Timecard'.



You will have to edit your search values to view the participants that you are looking for. It is a best practice to always view all of the participants you supervise.

- 3. Select 'All Home' in the Show option box.
- 4. Select 'Current Pay Period' in the Time Period option box.
- 5. Click 'Refresh'.

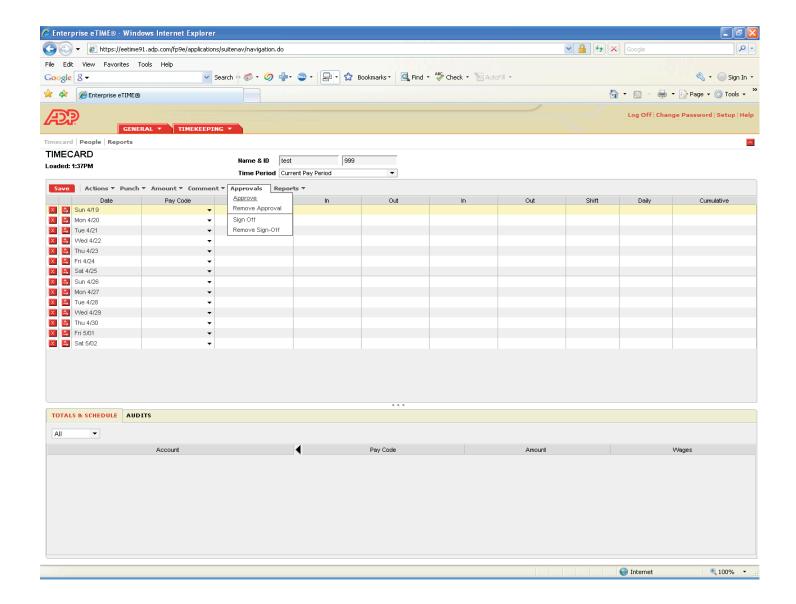


Supervisor Approval

Worksite supervisors are required to review time for participants assigned to their worksite on a daily basis. A consistent review of employee time will prevent worksite supervisors from spending unnecessary time and effort at the end of a pay period to finalize and approve time for your worksite.

Just as there are multiple ways to view timecards, there are also multiple ways to approve them. Worksite Supervisors are able to approve timecards for all of their participants at one time. However, to ensure accuracy, it is recommended that participants' timecards be approved one at a time.

- 1. Double click on the name of the youth worker's timecard that you wish to view and approve.
- 2. Click on 'Approvals'
- 3. From the drop down menu, select 'Approve'.



Debit Card

Participants will all be paid via a Debit Cards issued through the Payroll Vendor, ADP. Stipends will be directly deposited into an independent account for each participant. Each registered participant will be mailed a debit card upon completion of the registration and certification process. The card will allow them access to their wages via an Automated Teller Machine (ATM) or at a local bank or retailer. If the youth worker does not have his/her debit card by the time they report to work, participants should be advised to call ADP at 1-877-237-4321.

The earnings statements indicating the participant's wages will be mailed to the address the participant provided during registration for the Young Adult Internship Program. If a youth worker loses his or her card, forgets the PIN or experiences any other related problems, he or she can contact ADP directly at 1-877-237-4321.

Participants will receive bi-weekly stipends according the following schedule:

PAY PERIOD DATES	APPROVAL DATE	PAY DATE
November 8 – November 21	Friday, November 20	Friday, November 27, 2009
November 22 – December 5	Friday, December 4	Friday, December 11, 2009
December 6 – December 19	Friday, December 18	Thursday, December 24,
		2009
December 20 –January 2	Thursday, December	Friday, January 8, 2010
	31	
January 3 – January 16	Friday, January 15	Friday, January 22, 2010
January 17 – January 30	Friday, January 29	Friday, February 5, 2010
January 31 – February 13	Friday, February 12	Friday, February 19, 2010
February 14 – February 27	Friday, February 26	Friday, March 5, 2010
February 28 – March 13	Friday, March 12	Friday, March 19, 2010
March 14 – March 27	Friday, March 26	Friday, April 2, 2010

(Please note: dates are subject to change)

Participant Evaluation

Each participant will be evaluated on Worksite Specific Skills and Work Readiness Skills at scheduled periods during the course of the program. Evaluations should be completed by the Worksite Supervisor.

Refer to the *Participant Job Evaluation* form for details.

Case Management

Case Managers will occasionally visit participants at your worksite. The role of the Case Manager is to empower participants to become self-supporting, while assisting them to identify their basic needs and overcome their barriers to education or employment. It is the infrastructure for delivering effective services that facilitate positive growth and development of participant and achievement of their individual goals.

Please contact your Employer Liaison for questions regarding scheduled Case Management visits.

Conclusion

Thank you for your participation in the 2009-2010 Young Adult Internship Program. We look forward to working closely with you for support positive work experiences at your organization. If you have questions, comments or you feel that you need assistance, please don't hesitate to contact your Employer Liaison.

Enrollee Name: Date: Host Agency:	SSN (last four d	igits):)	XXX – X	XX – _	
Date: Host Agency: Nork site Supervisor Name:	Work-site:		· · · · · · · · · · · · · · · · · · ·		
Nork-site Supervisor Name:	Enfonce S F	OSILIOI	1		
The participants' immediate supervisor should sub- Programs, Young Adult Intership Program 625 H S The form may also be faxed to (202) 698-5693.	•			Office o	of You
-Outstanding 3-Very Good 2-Satisfactory 1-	Needs Improvement	N/A	-Not Ap	plicab	le
Learning Skills					
Awareness of skills required for the job	4	3	2	1	N/A
Awareness of range of job opportunities	4	3	2	1	N/A
Awareness of job responsibilities/duties	4	3	2	1	N/A
Dependability on job	4	3	2	1	N/A
Thinking Skills					
Evaluates and uses job information	4	3	2	1	N/A
Communicates effectively with staff/team	4	3	2	1	N/A
Develops problem solving skills	4	3	2	1	N/A
Works well with others at the job site	4	3	2	1	N/A
Communicating Effectively	4	3	2	1	N/A
Shows effective social skills	4	3	2	1	N/A
Shows responsibility at the job	4	3	2	1	N/A
Shows self-management	4	3	2	1	N/A
Listens to all tasks assigned	4	3	2	1	N/A
Understanding the Use of Job Equipment	4	3	2	1	N/A
Maintains all tools supplied/used in good condition	4	3	2	1	N/A
Uses the tools appropriately	4	3	2	1	N/A
Learns of innovations being developed for task	4	3	2	1	N/A
Assist with developing innovative new applications	4	3	2	1	N/A
Overall Work Habits	4	3	2	1	N/A
Punctuality	4	3	2	1	N/A
Professional Appearance	4	3	2	1	N/A
Professional Conduct/Attitude	4	3	2	1	N/A
Related well to host and others	4	3	2	1	N/A
Brief description of work performed:					
ENROLLEE SIGNATURE:		D	ATE:		

SUPERVISOR SIGNATURE: _____ DATE: _____

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TERMINATION REQUEST FORM

Enrollee Name:		SSN (last four digits): XXX – XX –			
Date:	Host Agency:	Work-site:			
Work-site	Supervisor Name:	Enrollee's Position:			
Programs	cipants' immediate supervisor should s s, Young Adult Internship Program625 may also be faxed to (202) 698-5693.				
Please ch	neck the box indicating the reason for	the termination.			
	Criminal offense which occurs on the Falsification of documents (ex: signing Insubordination (disobeying a superviolet Disruptive behavior Excessive absences Illegal drug use Harassment (sexual, verbal, or physicother	ng in and out for someone else) visor)			
Please pr	rovide a detailed explanation supportin	ng the termination request:			
DO NO	DO NOT WRITE BELOW THIS LINE				
		n request has been:			
	o APPROVED	o DENIED			
	Staff Signature	Date			



Government of the District of Columbia Adrian M. Fenty, *Mayor*

Department of Employment Services Joseph P. Walsh, *Director*